



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

BURLINGTON AREA YMCA JOB DESCRIPTION

Job Title: **Manager on Duty**

Job Code: (unique to Y)

FLSA Status: Non-Exempt

Job Grade: (unique to Y)

Reports to: Youth and Adult Sports Director

Revision Date: 07/17/2017

POSITION SUMMARY:

Ensure a pleasant and positive environment for members and participants by following and enforcing Burlington Area YMCA policies and procedures. Appropriately respond to emergency situations with authority and knowledge.

ESSENTIAL FUNCTIONS:

1. Act as the First Aid Provider (FAP) for members and participants of the Burlington Area YMCA.
2. Build effective, authentic relationships with members; help members connect with each other and the YMCA. Be knowledgeable and able to convey information about the programs and services provided by the Burlington Area YMCA.
3. Provide information and facility tours promoting Burlington Area YMCA values.
4. Set up, move and store building equipment when needed.
5. Ensure proper building and equipment use.
6. Ensure the safety of staff, members and participants by following Burlington Area YMCA policies and procedures regarding faulty or broken equipment, including completing required reports, clean-up, closing areas if necessary, notifying program directors, etc.
7. Assist members and staff with activities/programs including room set up, clean up, etc.
8. Continuously roam the facility and provide positive leadership using problem solving skills regarding conflicts, concerns and complaints.
9. Following the Burlington Area YMCA Code of Conduct, utilize positive disciplinary techniques to ensure YMCA values are maintained.
10. Complete all required reports, forms and documents as assigned by supervisor.
11. Perform spa checks at 5:00pm, 7:00pm and 9:00pm and document findings on required forms.
12. Perform building and grounds cleaning and maintenance tasks as needed including but not limited to: shoveling sidewalks, cleaning spills, etc.
13. Will be cross trained in all aspects in Front Desk operations and assist with front desk tasks when needed.
14. Collect dirty towels, perform laundry, fold towels, and distribute towels to required areas of the building.
15. Greet members and participants.
16. Maintain a working knowledge of all Burlington Area YMCA building alarms, door alarms, electronic equipment, telephone systems, computers, copy machines, etc.
17. Maintain a working knowledge of all Burlington Area YMCA emergency procedures and safety plans.
18. Attend all required staff meetings and trainings.
19. Keep supervisor informed of all relevant situations.
20. Follow all Burlington Area YMCA policies and procedures.
21. Perform other duties as assigned by supervisor.

YMCA COMPETENCIES (Leader):

Mission Advancement: Accepts and demonstrates the Y's values. Demonstrates a desire to serve others and fulfill community needs. Builds effective, supportive working relationships with volunteers and staff. Supports fundraising.

Collaboration: Works effectively with people of different backgrounds, abilities, opinions, and perceptions. Builds rapport and relates well to others. Seeks first to understand the other person's point of view, and remains calm in challenging situations. Listens for understanding and meaning; speaks and writes effectively. Takes initiative to assist in developing others.

Operational Effectiveness: Makes sound judgments, and transfers learning from one situation to another. Embraces new approaches and discovers ideas to create a better member experience. Establishes goals, clarifies tasks, plans work and actively participates in meetings. Follows budgeting policies and procedures, and reports all financial irregularities immediately. Strives to meet or exceed goals and deliver a high-value experience for members.

Personal Growth: Pursues self-development that enhances job performance. Demonstrates an openness to change, and seeks opportunities in the change process. Accurately assesses personal feelings, strengths and limitations and how they impact relationships. Has the functional and technical knowledge and skills required to perform well, uses best practices and demonstrates up-to-date knowledge and skills in technology.

QUALIFICATIONS:

1. Minimum of 18 years of age.
2. Completion of high school diploma or equivalent education and experience.
3. Ability to obtain and maintain completion of: Child Abuse Prevention for Supervisory Staff; CPR; First Aid; AED; and Blood borne Pathogens.
4. Demonstrate ability to provide customer service and handle member issues.
5. Flexibility and ability to work independently while cooperating with other staff, participants and volunteers.
6. Ability to relate effectively to diverse groups of people from all social and economic segments of the community.

PHYSICAL DEMANDS

1. Sufficient strength, agility and mobility to perform essential functions.
2. Occasional heavy lifting will be required.
3. Ability to stand for extended periods of time, remain alert, and be aware of member and participant behavior.

Employee Signature

Date

Supervisor Signature

Date